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| DWP Bid Unique Identifier |  |
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| Job Placement title | **Safe Space Café barista** |

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| Job Placement summary |
| **About Mind in Tower Hamlets and Newham**  We are a local, registered charity affiliated to national Mind. The organization supports those with mental health issues in Tower Hamlets, Newham and Redbridge towards recovery and leading a better life.  The Safe Space Café Apprentice works as part of the Safe Space Café Service, which aims to provide a safe and inclusive space for people  to access mental health support. Working together with the team, the post holder will be responsible for making and serving beverages and light snacks, meeting and welcoming service users, staff and visitors to the café. They will provide a warm welcome to visitors and clients, helping to  create an environment that is warm and welcoming. They will deal with enquiries over the telephone and face to face, providing information on our services to the public and clients. They will also become well-informed about the range of services that might be available to people with  mental health issues to be able to signpost individuals to the relevant service.  The role will support the front of house staff by using their initiative to ensure that the café and reception continue to provide a welcoming and open space for all visitors, staff, volunteers and especially people wishing to access mental health support. |

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| Essential skills, experience and qualifications | 1. Strong interpersonal and verbal communication skills  2. Good interpersonal manner, always remaining helpful and calm.  3. Ability to listen and respond to management instructions.  4. Ability to handle cash/ card machine responsibly.  5. Ability to work under pressure  6. Ability to access and refer to relevant signposting information  7. Friendliness and approachability  8. Ability to work In a high quality barista-style café setting, making and serving coffee.  9. Flexibility and willingness to work as part of a team  10. Polite and courteous |
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| Job category (DWP use only) | Safe Space café barista |
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| Number of hours per week |  |
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| Working pattern and contracted hours (including any shift patterns) | 4 days per week, plus additional training day - working pattern 09:30-5:00 |
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Hourly rate of pay: This post is remunerated at the Kickstart hourly rate, which is the national minimum wage or the national living wage, depending on the age of the person appointed.

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| Details of employability support (training opportunities/mentor) |
| **Will you be providing your own training including employability training?**  MiTHN will be providing the below training:    **Package 2:**  E-learning Employability training, covering:   * Goal setting * Workplace behaviour and culture * Creating a personal budget * Challenges, opportunities and managing expectations in the new economy * Exploring career options * Understanding the job search process * Social media and developing a personal brand * Developing and tailoring a CV * Writing a cover letter * Writing a personal statement * Interview skills |

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| Company name | Mind in Tower Hamlets and Newham |
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| Closing date for applications |  |

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| Using the table on the next page please provide details for each Job Placement by location. |

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| Employer Job Placement reference (where applicable) | Job Placement location and address (including post code) | Contact details for the Job Placement  Name  Email address  Telephone | How to apply for the Job Placement | Number of Job Placements at location | Maximum number of referrals per Job Placement | Is public transport available? Yes/ No/ Don't know | Anticipated start date/s (if known) |
| Leave blank | 13, Whitethorn St, London E3 4DA | Edmund Glynn  020 7510 1081 | Leave blank | Leave blank | Leave blank | Leave blank | Leave blank |